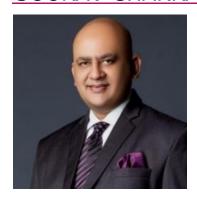
SOURAV CHAKRABORTY





Flat - X4; Block 5; Society- Sapphire Garden Rajarhat, West Bengal, India



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25th MARCH 1985

SUMMARY

I have more than 12 years of hands-on experience in **Front Office Operations.** I would like to grow by gaining and sharing knowledge and experience for mutual benefit to all concerned, including our guests/ clients, and create a team of assets to achieve organization's goals and operational excellence.

CORE COMPETENCIES

- Recruiting, training and supervising staff
- Managing and supporting P&L in accordance with best practices
- Maintaining statistical and financial records such as service recoveries, upselling, cross selling
- Handling customer complaints and queries
- Communicate with customers (welcome them in the facilities, address their complaints, find solutions to problems, offer information etc.)
- Inspect facilities regularly and enforce strict compliance with health and safety standards.
- Strict control over room keys

- Collaborate with external parties such as vendors, travel agencies.
- Deal with maintenance issues, along with scheduling effective PPM plan with coordinating with HK department.
- Assists to implement consistent quest recognition programme

PROFESIONAL EXPERIENCE

Front Office Manager 2022 - 02 to Present Novotel Chennai Chameirs Road 2016 - 11 to 2019 - 02 **Assistant Front Office Manager** Jumeirah Vittaveli Maldives **Front Desk Manager** Jumeirah Vittaveli Maldives 2016 - 01 to 2016 - 10 **Senior Duty Manager** Novotel Kolkata Hotel & Residences

2015 - 06 to 2015 - 10 **Front Office Manager**

Airways Hotel Port Moresby, Papua New Guinea

Night Manager
Hyatt Regency Gurgaon
Assistant Manager Front Office (pre-opening)
Hyatt Regency Gurgaon

2012 - 02 to 2012 - 08
Front Office Executive
Crown Plaza Today Gurgaon

2006 - 09 to 2011 - 11
Front Office Team Leader
Hyatt Regency Kolkata
Guest Service Associate
Hyatt Regency Kolkata

ACHIEVEMENTS

- Certified and achieved 100% from E Cornel online training sponsored by the resort on Addressing Workplace Behavior issue
- No 2 in the entire group of Jumeirah hotels worldwide in regards to check-in and check-out scores 2019
- LQA/Mystery shopper audit has been consistent with 90%++ scored by overall Front Office. During
 my last audit FO scored 97% (Check-in/Check-out/Transportation) 100%. Hence, achieved the
 yearly target of 92% overall as a resort 2019
- Consistency in maintaining data quality report and has been in top 03 entire group of Jumeirah hotels 2019
- Effective tracking and maintain the service recoveries cost control as per P&L report
- Conducting effective departmental **communication meeting** along team outing on monthly basis to enhance team productivity and as well effective communication within the team
- Effective managing the inventory to avoid overbooking on day-to-day basis
- Structured training and briefing within team implemented to enhance guest experience and as well as effective communication within the team
- Managing colleague's vacation plans and ensuring maintaining the Balance Score card set by the Mamt.
- Certified departmental trainer on Hyatt on skills

EDUCATION

Diploma in Hotel Management - 2006 NSHM Academy, Durgapur Higher Secondary or Intermediate -2003 B S College, Bhagalpur, Bihar Computer and software knowledge Microsoft Office - Excel, Word, Power Point, Opera

SOURAV CHAKRABORTY